

I am not sure of the protocol but I have been a customer with Cingular Wireless for 2 1/2 years recently I had an incident where I was having problems with the features on my telephone. I was appalled at the lack of professionalism and even sarcastic comments that were made from the customer service staff. There was no resolution given to my situation and I was only told a solution that "might work." I was even sarcastically told by Mr. Bell and operations manager that he could not "transfer to the presidents office." I have been so disgusted with the unprofessional and failure to adhere to the idea that the customer comes first, that I would rather pay \$200 dollars to break my contract than to continue my business relationship with this company. I realize that I am only one person in comparison to the multitude of customers that they work with, but Cingular made it a point to emphasize that they did not value my relationship with their organization.